



INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	June 20, 2018
SUBJECT/REPORT NO:	Small Business Enterprise Centre – 2017 Activity Report (PED18140) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Kristin Huigenbos (905) 546-2424 Ext. 4110
SUBMITTED BY:	Glen Norton Director, Economic Development Planning and Economic Development Department
SIGNATURE:	

Council Direction:

On January 13, 2016, the General Issues Committee approved Report PED16035 entitled Small Business Enterprise Centre Program Initiatives.

As a component of this Report, staff is directed to provide an annual report to the GIC on the progress of the programs delivered within the Small Business Enterprise Centre operation.

Information:

On January 13, 2016, The Hamilton Small Business Enterprise Centre (SBEC) was authorized and directed by Council to enter into new Provincial Transfer Payment Agreements with the Ministry of Economic Development and Growth (MEDG) and the Ministry of Research Innovation and Science (MRIS); adding valuable new programming and incentives based initiatives to the SBEC Program.

As a result, 2017 saw staff from the SBEC execute and deliver three key program incentives to compliment the core services within the SBEC Program mandate. All programs and incentives have been leveraged through Provincial funding resulting in zero levy impact, while supporting the local needs for economic development and growth across Hamilton's entrepreneurial eco-system. Key program incentives are as follows:

1. Summer Company Program has been delivered by the SBEC team since 2001, and continues to gain interest from local students and educators each year. The 2017 Summer Company Program saw more than 100 program inquiries,

resulting in 43 applications for a total of 38 seats. The Summer Company Program remains a key component of the Ontario Government's young entrepreneurs programs, which aims to encourage more young people to turn their talents into creative and innovative businesses. Summer Company provides hands-on business training and mentoring, together with awards of up to \$3,000 to help enterprising students start up and run their own summer business.

2. Starter Company was part of the Ontario Youth Jobs Strategy and focused on helping young entrepreneurs (18–29 years of age) create a full-time business through training, mentorship and micro-grant opportunities. On March 31, 2017 this Program was completed. Over the three-year term of program delivery in Hamilton, the SBEC team worked with 352 applicants, granting \$485 K, helping start 99 new businesses which created more than 153 new jobs in Hamilton.
3. The Starter Company Plus is the newest Ministry Program that commenced in January 2018 with a focus on providing valuable training, mentoring and micro-grant opportunities to anyone over the age of 18, looking to start and run a business in Hamilton. Within the first term of program delivery, the SBEC team has worked with 188 applicants, providing comprehensive training and coaching to 83 participants and disbursing 33 grants with a total investment of \$165 K.

The Summer Company, Starter Company and Starter Company Plus Programs all parallel our focus on economic prosperity, as identified in the Economic Development Action Plan, and further support the need to expand and grow entrepreneurial programs and incentives in Hamilton. New programs and incentives continue to compliment core operations within the SBEC Program and contribute to the entrepreneurial renaissance transforming the local business community.

To that end, the Hamilton Small Business Enterprise Centre has been providing entrepreneurial training, mentoring and support to Hamilton entrepreneurs since 2001 with continued focus on the expansion of services and resources in response to macro environmental scans and needs analysis. Key performance indicators delivered in 2017 include the following:

- Facilitated more than 72,000 general inquiries (walk-ins, phone calls, emails and social media/web interactions);
- Hosted 1,029 one-to-one business consultations;
- Assisted in the start-up of 161 new businesses;
- Created 167 new jobs in Hamilton;
- Delivered 54 workshops and seminars to more than 917 participants; and,
- Conducted 58 outreach events, reaching 6,515 clients.

KH:dt